

CLAIMS

1. A method comprising:
 - receiving a message which is to be routed to one of
 - 5 a plurality of authorized parties comprising a first authorized party and a second authorized party;
 - polling a Web service at least once, the Web service to detect for a presence of the first authorized party;
 - determining that the presence of the first
 - 10 authorized party remains undetected over an allocated time interval;
 - after said determining, polling the Web service at least once, the Web service to detect for a presence of the second authorized party; and
 - 15 routing the message to an active communication device associated with the second authorized party in response to detecting the presence of the second authorized party.
- 20 2. The method of claim 1 wherein the message comprises a request, the first authorized party is a main approver of the request, and the second authorized party is a secondary approver of the request.
- 25 3. The method of claim 1 wherein the presence of the first authorized party is detectable by the Web service for a plurality of different communication devices associated with the first authorized party.
- 30 4. The method of claim 1 wherein the presence of the first authorized party is detectable independent of whether the first authorized party logs in to a

particular device and software application.

5 5. The method of claim 4 wherein the particular software application comprises an instant messaging application.

6. The method of claim 1 wherein the presence of the second authorized party is detectable by the Web service for a plurality of different communication devices associated with the second authorized party.

7. The method of claim 1 wherein the presence of the second authorized party is detectable independent of whether the second authorized party logs in to a particular device and software application.

8. The method of claim 7 wherein the particular software application comprises an instant messaging application.

9. The method of claim 1 further comprising formatting a presentation of the message for the active communication device.

10. The method of claim 1 wherein the Web service provides presence information for a plurality of different devices and software applications.

11. A system comprising:
30 a computer system to receive a message which is to be routed to one of a plurality of authorized parties comprising a first authorized party and a second

authorized party, to poll a Web service at least once,
the Web service to detect for a presence of the first
authorized party, to determine that the presence of the
first authorized party remains undetected over an
5 allocated time interval, after said determining to poll
the Web service at least once, the Web service to detect
for a presence of the second authorized party, and to
route the message to an active communication device
associated with the second authorized party in response
10 to detecting the presence of the second authorized party.

12. The system of claim 11 wherein the message
comprises a request, the first authorized party is a main
approver of the request, and the second authorized party
15 is a secondary approver of the request.

13. The system of claim 11 wherein the presence of
the first authorized party is detectable by the Web
service for a plurality of different communication
20 devices associated with the first authorized party.

14. The system of claim 11 wherein the presence of
the first authorized party is detectable independent of
whether the first authorized party logs in to a
25 particular device and software application.

15. The system of claim 14 wherein the particular
software application comprises an instant messaging
application.

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16. The system of claim 11 wherein the presence of
the second authorized party is detectable by the Web

service for a plurality of different communication devices associated with the second authorized party.

17. The system of claim 11 wherein the presence of
5 the second authorized party is detectable independent of whether the second authorized party logs in to a particular device and software application.

18. The system of claim 17 wherein the particular
10 software application comprises an instant messaging application.

19. The system of claim 11 wherein the computer
15 system is further to format a presentation of the message for the active communication device.

20. The system of claim 11 wherein the Web service
20 provides presence information for a plurality of different devices and software applications.

21. A computer-readable medium having computer-
25 readable program code to direct a computer to perform acts of:

receiving a message which is to be routed to one of
25 a plurality of authorized parties comprising a first authorized party and a second authorized party;
polling a Web service at least once, the Web service to detect for a presence of the first authorized party;
determining that the presence of the first
30 authorized party remains undetected over an allocated time interval;
after said determining, poll the Web service at

least once, the Web service to detect for a presence of the second authorized party; and

routing the message to an active communication device associated with the second authorized party in
5 response to detecting the presence of the second authorized party.

22. The computer-readable medium of claim 21 wherein the message comprises a request, the first
10 authorized party is a main approver of the request, and the second authorized party is a secondary approver of the request.

23. The computer-readable medium of claim 21
15 wherein the presence of the first authorized party is detectable by the Web service for a plurality of different communication devices associated with the first authorized party.

20 24. The computer-readable medium of claim 21 wherein the presence of the first authorized party is detectable independent of whether the first authorized party logs in to a particular device and software application.

25 25. The computer-readable medium of claim 24 wherein the particular software application comprises an instant messaging application.

30 26. The computer-readable medium of claim 21 wherein the presence of the second authorized party is detectable by the Web service for a plurality of

different communication devices associated with the second authorized party.

27. The computer-readable medium of claim 21
5 wherein the presence of the second authorized party is detectable independent of whether the second authorized party logs in to a particular device and software application.

10 28. The computer-readable medium of claim 27 wherein the particular software application comprises an instant messaging application.

29. The computer-readable medium of claim 21
15 further comprising formatting a presentation of the message for the active communication device.

30. The computer-readable medium of claim 21
20 wherein the Web service provides presence information for a plurality of different devices and software applications.